



# Recommendation to the PIAC: Care Coordination Requirements for ACC v2.0

*June 9, 2015*

## Summary

The Department has asked for feedback regarding care coordination requirements for the single administrative entities that will undertake this process for both physical and behavioral health in the next iteration of the ACC program. Specifically, the Department has asked for feedback regarding the following points;

- Whether or not there should be special care coordination requirements for specific populations (and thoughts on what these special requirements might be)
- Appropriate level of specificity in future contracts
- Responsibilities and duties currently missing in the scope of work that should be included in future requirements
- How to successfully measure care coordination.

## Recommended Action

In reviewing these decision points, the Provider & Community Issues Sub-committee has formulated a workgroup. The workgroup has recommended the following principles be considered in any decisions regarding care coordination requirements in the next iteration of the ACC program;

- Care coordination measurements should focus on outcomes, not on processes.
- Care coordination outcomes and KPI measurements should be aligned.
- The Department should consider aligning with already established care coordination standards – such as NCQA PCMH.
- Care coordination measurement should consider the setting (RCCO vs. practice-level)
- Process for delegation of care coordination should be standardized.
- The Department should consider population-based strategies for care coordination (children vs. adults).

